

Student Matinee Policies

Questions – Samantha Hyde, Samantha.hyde@coloradoballet.org

Final Numbers/Cancellation Policy

Once you have reserved your seats, you are responsible for payment. If your group's numbers change, please let Samantha Hyde know as soon as possible. If your group cannot attend, please contact Samantha Hyde immediately. Final numbers and/or cancellations are due **three weeks prior to the performance date**. After this date, you are responsible for payment on the original number of seats reserved.

Payment

Payment is due **two weeks prior to the performance date**. Please make checks payable to Colorado Ballet and mail to **Colorado Ballet Attn: Samantha Hyde 1075 Santa Fe Drive Denver, CO 80204**. We do not accept credit cards and do not refund payment.

Tickets

There are no tickets for this event. Your group name will be on a list, and the number of seats requested will be indicated on the seating map which each usher and staff volunteer will be given. Therefore, it is essential that individual families within your group know the group name in order to be admitted to the theatre if they are arriving separately.

Location and Parking

- The Ellie Caulkins Opera House is located downtown at 14th and Curtis.
- Parking for private vehicles is available in the Performing Arts Complex, for a fee.
- Bus parking instructions will follow.

Arrival

- Groups may begin arriving and lining up in the common area in front of the theater 30 minutes before the show. Doors will open 15 minutes before the show.
- Ushers and Colorado Ballet staff will be equipped with seating maps to direct groups toward their seats.

Performance

The Student Matinee performances are final dress rehearsals. Therefore, The Artistic Staff will occasionally make audible comments to the dancers, or, more rarely, even stop the performance to make changes. This enables students to have a "behind the scenes" look into the production.

Intermission and Lunches

- There will be one 20 minute intermission for restroom breaks, snacks/lunches, etc. Absolutely no food or drink allowed inside the theatre! Students in violation of this request will be asked to leave.
- You can leave packed lunches in the lobby while you watch.
- Performance Run Time will follow.

Feedback

- Teacher/Adult feedback is helpful for us to make our programming better. Please send comments/concerns to Samantha Hyde at samantha.hyde@coloradoballet.org.
- We also love to receive artwork depicting what the students remembered and liked about the show. We often post these as inspiration for the dancers and staff, and may use them in our end of year reports for funders and board members. Please send to the above address.

Babies and Small Children

The Student Matinee is designed for students and their teachers only. We advise you to leave your little ones at home unless they are school-age and you have paid for their seat. Every seat in the theater is accounted for, and there is no lap seating. If a child of any age becomes disruptive during the performance, please exit immediately.